



**Empire State  
Development**

## **ADDENDUM #4**

# **NEW YORK TOURISM BUSINESS COVID-19 GRANT RELIEF PROGRAM GRANT ADMINISTRATOR REQUEST FOR PROPOSALS**

**Issued:** January 10, 2022

**IMPORTANT NOTICE:** A restricted period under the Procurement Lobbying Law is currently in effect for this Procurement and it will remain in effect until approval of the Contract. Bidders are prohibited from contact related to this procurement with any New York State employee other than the designated contacts listed below (refer to: Section IX – Letter i).

Designated Contacts for this Procurement:

Primary Contact: RALPH VOLCY  
Secondary Contact: JOHN DISCOLO

All contacts/inquiries shall be made by email to the following address:  
[NYTourism2022RFP@esd.ny.gov](mailto:NYTourism2022RFP@esd.ny.gov)

This RFP is posted on the Empire State Development website:  
<https://esd.ny.gov/doing-business-ny/requests-proposals>

**Submission Deadline: February 4, 2022 by 8:00 PM EST**

## Technical Platform Flexibility and Performance (35%)

In this section of the Technical Proposal, Bidders should demonstrate experience with developing and managing grant and/or loan programs including, but not limited to, program and application development, outreach and marketing, translation/interpretation, validation, verification and approval processes, disbursement, customer service, compliance and reporting by:

- Attaching a list of at least three (3) relevant references, including the name of the reference, a brief statement describing the relationship between the Respondent and the reference entity, and the name, title and telephone number of a contact person at the reference entity. Attach a current client list. At least one reference must be from a municipality and include a summary of the project and total project cost. Please include the detailed information about the number of applications received and processed, amount of time from design to launch, surge hiring, and addressing customer experience.
- Provide a detailed narrative addressing how the technology platform that will be utilized for vetting, verification, validation and approval processes (including required documentation and timing), disbursement process, customer service, reporting and compliance processes and also address ~~how the platform can handle up to 300,000 applications~~ and keep PII secure from application to disbursement. **The 300,000 application figure in the RFP is a mistake. We anticipate the volume for the Return to Work program not-to-exceed 15,000 applications, and the volume for the Made in New York program not-to-exceed 3,000 applications.**